

Landlord-Tenant Dispute Program

The Landlord-Tenant Dispute Program offers mediation as a **FREE** service to the residents of Greensboro. Call the Landlord-Tenant Dispute Program at 336.373.2038 or visit us on the web at <http://www.greensboro-nc.gov>



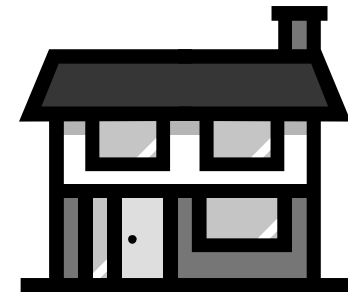
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GREENSBORO HUMAN
RELATIONS
DEPARTMENT

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THE LANDLORD-TENANT DISPUTE PROGRAM.

A collaboration between
the Greensboro Human
Relations Department and
the UNCG Program in
Conflict Studies and
Dispute Resolution



Tel.:
336.373.2038

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RELATIONS DEPARTMENT

The Landlord-Tenant Dispute Program

- Are you a tenant or landlord of a Greensboro residence?
- Involved in a landlord-tenant dispute?
- Want the help of a neutral third party in resolving this problem?
- Interested in exploring whether a free, relatively quick, non-adversarial and informal process will work for you?

Then consider using mediation offered by The Landlord-Tenant Dispute Program.

The mediation process greatly benefits those in an ongoing landlord-tenant relationship, as both parties are called on to participate in fashioning a mutually agreeable solution. The process fosters a better long-term relationship.

What Can be Mediated

The Landlord-Tenant Dispute Program provides opportunities for tenants and landlords to eliminate communication barriers and work together to solve problems. The Landlord-Tenant Dispute Program assists tenants and landlords in cases involving:

- Damaged property
- Security deposits
- Living conditions
- Noise complaints
- Repairs
- Move out/eviction issues
- Miscellaneous conflicts stemming from the landlord-tenant relationship

The Landlord-Tenant Dispute Program DOES NOT:

- Provide legal advice of any kind
- Mediate cases involving criminal charges
- Provide housing relocation services

How It Works

The relationship between a landlord and a tenant is important. To assist in preserving that relationship during a dispute, we offer dispute resolution services through mediation. Mediation is an informal process of dispute resolution in which a trained mediator, who does not represent either side, assists disputing parties to reach a decision in which both parties are comfortable. The ultimate decision-making authority rests with the parties themselves. The mediator is not a judge, lawyer or counselor; rather, the mediator is skilled in assisting the landlords and tenants in:

- Defining and clarifying issues
- Reducing obstacles to communication
- Exploring possible solutions
- Reaching a mutually satisfactory agreement

Benefits

- May be an alternative to court action
- Gives landlords and tenants the opportunity to speak openly and have questions answered
- May save court costs, time, and appearances
- Remains confidential
- Accepts broad range of landlord-tenant issues
- Emphasizes cooperative problem-solving